



CBO DISPATCH

The “**B**” means **BUSINESS**

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Handling CIN Changes in IBHIS

Occasionally, Los Angeles County Department of Mental Health (DMH) directly operated and contract provider programs provide services to Medi-Cal recipients whose Medi-Cal number (Client Index Number or CIN) changes during the course of treatment. This typically happens in cases where a child is adopted into a new family, but a new CIN could be issued in other situations such as when the recipient's gender changes, in some cases of identity theft, or when there is an identity change to help protect the recipient from domestic violence.

When a new CIN is issued, a new episode should be created for that client in order to set up Medi-Cal with the new CIN and appropriately claim for services under each CIN. This will allow claims to be submitted and worked under both CIN numbers. In order to create the new episode, providers must

- ✓ Discharge the client using 'CIN Change' as the Type of Discharge with a Discharge Date of the date prior to the effective date of the new CIN.
- ✓ Create a new episode with the client's new CIN and new name (if applicable) with the effective date of the new CIN as the Admission Date *before submitting any claims that will use the new CIN.*
 - IBHIS does not allow for overlapping episodes for the same client for the same legal entity
- ✓ Submit a diagnosis for the new episode.

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If you have any questions or require further information, please contact CBO at (213) 480-3444 or RevenueManagement@dmh.lacounty.gov.



DOES NOT APPLY TO FEE-FOR-SERVICE PROVIDERS

